

**FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NURSING SCIENCE**



PROGRAMME : PROFESSIONAL NURSING SCIENCE 1B -
NURSING SERVICE MANAGEMENT

PAPER : **MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING
SERVICE
MANAGEMENT**

MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING

MODULE 3: QUALITY IMPROVEMENT IN NURSING

CODE : **PNS 1B /10/20/30**

DATE : SUPPLEMENTARY EXAMINATION DECEMBER 2014

DURATION : 2 HOURS

WEIGHT : 50:50

TOTAL MARKS : 80

EXAMINER : MRS H ALLY

MODERATOR : DR J.D. MOKOENA (UL)

NUMBER OF PAGES : THIS PAPER CONSISTS OF THREE (3) PAGES

INSTRUCTIONS : PLEASE USE DIFFERENT COLOUR BOOKS FOR
DIFFERENT MODULES.

INSTRUCTIONS TO CANDIDATES:

ANSWER ALL QUESTIONS. PLEASE HAND IN QUESTION PAPERS

SUPPLEMENTARY EXAMINATION DECEMBER 2014**SUBJECT: MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE MANAGEMENT
(PNS1B10)****MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING (PNS1B20)****MODULE 3: QUALITY IMPROVEMENT IN NURSING (PNS1B30)**

MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE MANAGEMENT TIME (30 MINUTES) MARKS 20

QUESTION 1

You are a nursing service manager in charge of a 500-bed training hospital providing comprehensive care to the community. Your short-term objective is the successful implementation of the change management process.

- 1.1 Design a change management strategy for your nursing service

***[20]**

MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING TIME : (1 HOUR) MARKS 40

QUESTION 2

You are appointed as the nursing service manager to plan and commission a new comprehensive healthcare service (hospital/clinic) in rural Maputaland. Resistance from the community towards this new facility could be a problem, as traditional medicine is very strong in the area.

- 2.1 Make a diagrammatic presentation of the conceptual framework of the Health Care Planning and Commissioning Process in South Africa. Give a brief interpretation of each concept presented within the framework. (10)
- 2.2 **The health care service is now operating:** Evaluate the nursing service to see if it is being managed according to the strategic plan of the service. Present this in an evaluation instrument. (10)

***[20]**

SUPPLEMENTARY EXAMINATION DECEMBER 2014

**SUBJECT: MODULE 1: CONCEPTUAL FRAMEWORK IN NURSING SERVICE MANAGEMENT
(PNS1B10)**

MODULE 2: LEADERSHIP DEVELOPMENT IN NURSING (PNS1B20)

MODULE 3: QUALITY IMPROVEMENT IN NURSING (PNS1B30)

QUESTION 3

"Decision-making and problem-solving processes are important managerial competencies to be mastered by the Nursing Service Manager".

- 3.1 Discuss the role of the Nursing Service Manager in making consensus-based decisions during problem-solving according to Muller, Bezuidenhout and Jooste (2011). ***[20]**

MODULE 3: QUALITY IMPROVEMENT IN NURSING		
TIME	(30 MINUTES)	MARKS: 20

QUESTION 4

The nursing service manager is accountable for the quality of service delivery in the nursing service.

- 4.1 Design a risk management strategy for the nursing service to promote the health and safety of the patients. (12)
- 4.2 Evaluate the quality improvement programme of your nursing service for compliance with the nursing service quality improvement standards.
- 4.2.1 Present this in an evaluation instrument. (8)
- *[20]**

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